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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:) Group Art Unit: 3661
Mark J. Pettay)
) Examiner: Not Known
)

Serial No.: 10/670,126

Filed: 24 September 2003

Atty. File No.: PAT-008B

For: SCRIPT COMPLIANCE AND AGENT FEEDBACK

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Sir:

The references cited on attached form PTO-1449 are being called to the attention of the Examiner.

☒ Copies of the cited foreign patents and/or U.S. patents and/or non-patent references are enclosed herewith.

☒ Copies of the cited U.S. patents and/or U.S. patent application publications are not enclosed in accordance with the waiver dated July 11, 2003, whereby patent applications filed after June 30, 2003 and international applications that have entered the national stage under 35 U.S.C. § 371 after June 30, 2003 need not submit copies of the U.S. patents and U.S. patent application publications.

☐ Are not enclosed, in accordance with 37 C.F.R. 1.98(d), because the references were submitted to the U.S. Patent and Trademark Office in prior application Serial No. _____ filed _____, which is relied upon for an earlier filing date under 35 U.S.C. § 120.

To the best of the applicants' belief, the pertinence of the foreign-language references are believed to be summarized in the attached English abstracts and in the figures, although applicants do not necessarily vouch for the accuracy of the translation.

CERTIFICATE OF MAILING
(37 C.F.R. §1.8a)

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as First Class Mail in an envelope addressed to the Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450.

26 October 2004
Date of Deposit

Michele A. Zarinelli
Michele A. Zarinelli

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☒ Examiner's attention is directed to the following co-pending application(s) for which priority is not being claimed, copies have been or are being submitted:

Serial No. <u>10/673,679</u>	filed <u>29 September 2003</u>	(Atty. Dckt. No. <u>PAT-008A</u>)
Serial No. <u>10/669,089</u>	filed <u>23 September 2003</u>	(Atty. Dckt. No. <u>PAT-008C</u>)
Serial No. <u>10/668,678</u>	filed <u>23 September 2003</u>	(Atty. Dckt. No. <u>PAT-008D</u>)
Serial No. _____	filed _____	(Atty. Dckt. No. _____)
Serial No. _____	filed _____	(Atty. Dckt. No. _____)
Serial No. _____	filed _____	(Atty. Dckt. No. _____)
Serial No. _____	filed _____	(Atty. Dckt. No. _____)
Serial No. _____	filed _____	(Atty. Dckt. No. _____)

☒ Examiner's attention is directed to the following co-pending application(s), to which the current application claims priority, copies of at least the claims for such pending application are provided or have been provided:

Serial No. <u>09/785,048</u>	filed <u>15 February 2001</u>	(Atty. Dckt. No. <u>PAT-008</u>)
Serial No. _____	filed _____	(Atty. Dckt. No. _____)
Serial No. _____	filed _____	(Atty. Dckt. No. _____)
Serial No. _____	filed _____	(Atty. Dckt. No. _____)
Serial No. _____	filed _____	(Atty. Dckt. No. _____)
Serial No. _____	filed _____	(Atty. Dckt. No. _____)
Serial No. _____	filed _____	(Atty. Dckt. No. _____)
Serial No. _____	filed _____	(Atty. Dckt. No. _____)

Submission of the above information is not intended as an admission that any item is citable under the statutes or rules to support a rejection, that any item disclosed represents analogous art, or that those skilled in the art would refer to or recognize the pertinence of any reference without the benefit of hindsight, nor should an inference be drawn as to the pertinence of the references based on the order in which they are presented. Submission of this statement should not be taken as an indication that a search has been conducted, or that no better art exists.

It is respectfully requested that the cited information be expressly considered during the prosecution of this application and the references made of record therein.

FEES

<input checked="" type="checkbox"/>	<p>37 CFR 1.97(b): No fee is believed due in connection with this submission, because the Information Disclosure Statement submitted herewith satisfies one of the following conditions (“✓” indicates satisfaction):</p> <p><input type="checkbox"/> Within three months of the filing date of a national application other than a continued prosecution application under 37 CFR 1.53(d), or</p> <p><input type="checkbox"/> Within three months of the date of entry into the national state of an international application as set forth in 37 CFR 1.491, or</p> <p><input checked="" type="checkbox"/> Before the mailing date of a first Office Action on the merits, or</p> <p><input type="checkbox"/> Before the mailing of a first Office Action after the filing of a Request for Continued Examination (RCE) under 37 CFR 1.114.</p> <p>Although no fee is believed due, if any fee is deemed due in connection with this submission, please charge such fee to Deposit Account 501880.</p>
<input type="checkbox"/>	<p>37 CFR 1.97(c): The Information Disclosure Statement transmitted herewith is being filed after all the above conditions (37 CFR 1.97(b)), but before the mailing date of one of the following conditions:</p> <p><input type="checkbox"/> (1) a final action under 37 C.F.R. 1.113, or</p> <p><input type="checkbox"/> (2) a notice of allowance under 37 C.F.R. 1.311, or</p> <p><input type="checkbox"/> (3) an action that otherwise closes prosecution in the application.</p> <p>This Information Disclosure Statement is accompanied by:</p> <p><input type="checkbox"/> A Certification (below) as specified by 37 C.F.R. 1.97(e). Although no fee is believed due, if any fee is deemed due in connection with this submission, please charge such fee to Deposit Account 501880</p> <p style="text-align: center;">OR</p> <p><input type="checkbox"/> Enclosed is PTO 2038 (Credit Card Payment Form) in the amount of \$180.00 for the fee set forth in 37 C.F.R. 1.17(p) for submission of an Information Disclosure Statement. Please credit any overpayment or charge any underpayment to Deposit Account 501880.</p>
<input type="checkbox"/>	<p>37 C.F.R. 1.97(d): This Information Disclosure Statement is being submitted after the period specified in 37 C.F.R. 1.97(c).</p> <p><input type="checkbox"/> This Information Disclosure Statement includes a Certification (below) as specified by 37 C.F.R. 1.97(e)</p> <p style="text-align: center;">AND</p> <p><input type="checkbox"/> Applicants hereby requests consideration of the reference(s) disclosed herein. Enclosed is the fee in the amount of \$180.00 under 37 C.F.R. 1.17(p). Please credit any overpayment or charge any underpayment to Deposit Account 501880. Election to pay the fee should not be taken as an indication that applicant(s) cannot execute a certification.</p>

Certification (37 C.F.R. 1.97(e))
(Applicable only if checked)

☐ The undersigned certifies that:

☐ Each item of information contained in this Information Disclosure Statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(1).

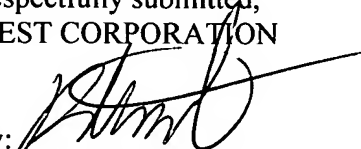
☐ A copy of the communication from the foreign patent office is enclosed.

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☐ No item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the undersigned after making reasonable inquiry, no item of information contained in this Information Disclosure Statement was known to any individual designated in 37 C.F.R. 1.56(c) more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(2).

Respectfully submitted,
WEST CORPORATION

Dated: 26 Oct 04

By: 
Rocco L. Adornato
Reg. No. 40,480



29129

PATENT & TRADEMARK OFFICE

WEST CORPORATION
11808 Miracle Hills Drive
Omaha, NE 68154



PTO/SB/08A (08-03)

Approved for use through 07/31/2006. OMB 0651-0031

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Substitute for form 1449/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(Use as many sheets as necessary)

Complete if Known

Application Number	10/670,126
Filing Date	24 September 2003
First Named Inventor	Mark J. Pettay
Art Unit	3661
Examiner Name	Not Known
Attorney Docket Number	PAT-008B

Sheet

of

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
	16	US- 4860360	08/22/1989	Boggs	
	17	US- 5287429	01/15/1994	Watanabe	
	18	US- 5434949	07/18/1995	Jeong	
	19	US- 5504805	04/02/1996	Lee	
	20	US- 5535261	07/09/1996	Brown et al	
	21	US- 5625748	04/29/1997	McDonough et al	
	22	US- 5664050	09/02/1997	Lyberg	
	23	US- 5842163	11/24/1998	Weintraub	
	24	US- 5895447	04/20/1999	Ittycheriah et al	
	25	US- 5920838	07/06/1999	Mostow et al	
	26	US- 5951646	09/14/1999	Brandon	
	27	US- 6058363	05/02/2000	Ramalingam	
	28	US- 6064963	09/05/2000	Gainsboro	
	29	US- 6115683	09/05/2000	Burstein et al	
	30	US- 6115693	09/05/2000	McDonough et al	
	31	US- 6163768	12/19/2000	Sherwood et al	
	32	US- 6567787	05/20/2003	Walker et al	
	33	US- 6738740	05/18/2004	Barash	
		US-			

FOREIGN PATENT DOCUMENTS

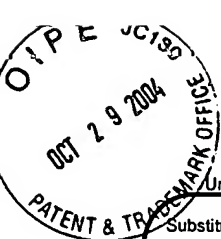
Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ⁶
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)				

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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. ¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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		Filing Date	24 September 2003		
		First Named Inventor	Mark J. Pettay		
		Art Unit	3661		
		Examiner Name	Not Known		
Sheet		of		Attorney Docket Number	PAT-008B

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
	34	MCKAY, JASON P., Cyber Calling Cards, www.commweb.com, 01/22/2001.	
	35	NICE SYSTEMS, NiceLog, www.nice.com, 2001.	
	36	WITNESS SYSTEMS, Witness Systems Helps Improve Customer Service for Contact Centers Deploying Thin Client Architectures, Press Release, 03/06/2001.	

Examiner Signature		Date Considered	
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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